

# CAPA

INTERNATIONAL  
EDUCATION



## INTERNSHIP HANDBOOK Sydney

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## WELCOME

Congratulations on your decision to add an international dimension to your education! The Internships Team here at CAPA is delighted that you have chosen to do an internship. As you engage in your internship, you will find that you are not only gaining invaluable INTERNATIONAL experience, but you will also be making important contacts as well as many new Australian friends.

We look forward to meeting you and welcoming you to Sydney!

## A NOTE TO PARENTS AND FAMILIES OF STUDENT INTERNS

*It is a good idea to share this handbook with your parents and family members, so that they have a comprehensive understanding of the internship process too.*

While the on-campus Career Services is the formal avenue through which students can receive professional guidance, we recognize that many parents and family members also support and guide students as they develop their professional skills. In order to provide the best support possible and to set realistic expectations, it is a good idea for parents and family members to review this handbook as well.

You can help your student to have a successful internship abroad by recognizing that the internship application, placement, and interview process are all important learning phases for students. Students who are encouraged to ask questions and self-advocate in a friendly, yet professional

manner typically have positive and meaningful learning experiences. You will undoubtedly bolster your student's confidence and enhance his/her future career prospects by encouraging your student to practice these skills by making calls, e-mailing, or meeting with the CAPA staff, just as they would in their future professional positions.

The CAPA staff are approachable and knowledgeable professionals who are committed to helping your student develop professional skills. We are always happy to address any of your student's questions or concerns both prior to departure and while in-country, in order to ensure that your student has a successful international internship.

## AUSTRALIA AT A GLANCE



### The Basic Facts

Population: 20,434,176 (July 2007 est.)

Capital: Canberra

Area: 2,967,892 sq miles, (7,686,850 sq km); slightly smaller than the US 3,537,441 square miles (9,629,091 sq km).

Dominant language: English

Dominant religion: 76% Christian

People: Two thirds of Australian population lives in major cities, an urban lifestyle is predominant. Indigenous Australians known as aboriginals are descendants of the first known human inhabitants of the Australian continent and its nearby islands. The aboriginal people make up approximately 2.4 % of the Australian population.

Monetary unit: Australian Dollar

### Government

Like the US, Australia is a federation. The Federal Government is in Canberra, the nation's capital. A state government is in each of the capital cities of the states and territories.



### Head of State: Queen Elizabeth II

Elizabeth II became queen of the United Kingdom of Great Britain and Northern Ireland in 1952 upon the death of her father, George VI. She is also head of state of 16 independent countries including Canada and Australia. As a constitutional monarch, her role in the legislative process is largely ceremonial.

## **Prime Minister: Kevin Rudd**

Kevin Rudd is the 26th Prime Minister of Australia and leader of the federal Australian Labor Party (ALP). Under Rudd's leadership, the Labor Party won the 2007 federal election on 24 November against the incumbent Liberal/National coalition government led by John Howard. He and the rest of the ministry were sworn in by Governor-General Michael Jeffery on 3 December 2007.

## **Diversity**

Australia is quite diverse; you will find your new counterparts in the office to have diverse cultural backgrounds, ethnicities, races, sexual orientations and gender identities, religious beliefs, worldviews and more. You are also likely to encounter a wide range of perspectives regarding diversity issues just as you would within the U.S. Migration continues to shape Australia and is a politically sensitive issue. The U.S. is also impacted by migration. Take the time to understand various attitudes and beliefs that may be different from your own. This will significantly help you to better understand your own beliefs as well as those of your host culture.

## **Climate**

Sydney has a temperate climate with few extremes in the weather patterns. It never snows. Summers can be very humid and wet. Note that Sydney is in the southern hemisphere and the seasons are reversed to those in Europe, the USA, and most of Asia. Sydney is a comfortable place to visit no matter when you visit. During the summer months from December through to February, outdoor activities are popular.

## **Fun Facts**

- There are 3 time zones within the Australian continent. The eastern states are 30 minutes ahead of South Australia and the Northern Territory and 2 hours ahead of Western Australia.
- The national colors of Australia are green and gold.
- Australia is the world's largest island and the smallest continent.
- There are 60 different kinds of kangaroos in Australia.

## **ABOUT CAPA INTERNSHIPS**

### **Who is CAPA?**

CAPA International Education (CAPA) is a private international organization dedicated to providing US college and university students with affordable education abroad programs. We offer internship, service-learning, and study abroad programs in Australia, Italy, France, Spain, the UK, and Costa Rica. The CAPA staff is comprised of committed professionals who look forward to providing you with friendly support and professional advising during your internship abroad. Please feel free to contact us with any questions you might have, both before you depart and while you are abroad. We are always happy to hear from you!

### **What is a CAPA Internship?**

Your internship will provide you with a position where you can incorporate your academic knowledge and experience in the work place and further develop your professional skills. Most importantly, CAPA Internships allow you to focus on job

training, career networking, and resume building in an *international* setting.

### **Why do an International Internship?**

In today's complex world and competitive job market, the decision to do an *international* internship may be one of the most important decisions you make. An international internship provides you with an invaluable opportunity to gain intercultural work experience and boost your resume. You will be part of an experienced team and given the opportunity to enhance your professional skills and future career prospects.

### **How does CAPA find internship sites?**

We carefully read your application, resume and cover letter and match you to our growing lists of participating sites based on your academic background, interests and previous work experience.

## **AN OVERVIEW OF THE PLACEMENT PROCESS**

1. Internships abroad are highly competitive, so it is wise to really invest time into putting together a professional cover letter and resume. \*Please refer to the samples in this booklet. Complete your internship application and list your fields of interest. The CAPA Boston office will process your application materials and determine whether or not your cover letter and resume meet basic professional requirements.

2. If your internship application materials do not meet basic professional requirements, you will be contacted by CAPA and advised about improvements that can be made to your materials. You will need to make these changes quickly and

re-submit your internship application materials right away. If your application materials meet professional requirements, the CAPA Boston office will send them on to the CAPA Internships Team in Sydney.

3. The Internships Team in Sydney has an extensive network of internship sites and contacts in every industry. Using the information you provided in your internship application, cover letter, and resume, the Internships Team will find prospective internship site placements that match your interest and experience. Due to the sheer volume of intern applications that businesses and organizations receive, it usually takes about 2 months for CAPA to confirm a match with an internship site.

4. You will receive notification of your internship placement approximately 2 weeks prior to the start of your program. If you submit your application materials late, this will delay your placement confirmation. Occasionally there is a saturation of interns from a particular field (theater for example). If this occurs, CAPA will work hard to confirm your placement as quickly as possible, but confirmation is likely to be delayed. \*Please note that while your internship site is been tentatively confirmed based on your application materials, your internship is still contingent upon a successful interview in-country.

5. Once you arrive in Sydney, you will have an orientation specific to interning in Sydney. You will be advised about cultural differences in the workplace, open-mindedness, and etiquette. The CAPA Internships Team will be happy to answer any pending questions you have at this time with regards to working in Sydney, or any specific concerns that you might have about your site.

6. You will have an in-person interview with your internship supervisor. Remember, your site has only been *tentatively* confirmed at this point, so it is important that you take the interview seriously and prepare in professional manner. Dress appropriately and follow the interview technique guidelines outlined in this handbook.

7. At your interview, your supervisor will give you a better idea about the role that your internship site would like you to take on. You can also use that time as an opportunity to discuss your strengths, any particular interests you have, and what you would like to learn during your internship. The sites usually recognize the internships as a learning opportunity for students, so may be willing to help you gain experience working on specific projects, but it is *important* to remember that the internship sites have needs of their own and will also require your assistance with routine tasks.

## **GETTING STARTED: Filling Out the Internship Application**

### **Warning: READ THIS SECTION CAREFULLY**

The CAPA application form is designed to give the Internships Team as much information about you as possible. The more detail we have about your experience, interests and aspirations, the more closely we can match you to an appropriate site. How you fill in the form is therefore essential.

Follow this step-by-step guide and you will have a complete application. Please refer to the sample application following the step-by-step guidelines in this section.

## **Page One:**

### **Student Information**

Fill in **all** your personal details including your age.

**NOTE:** In Australia, your date of birth is included on all applications, so please fill this in.

**NOTE:** CAPA frequently will need to contact you about your placement via email please make sure you list your email address you check on a regular basis.

### **Emergency Contact Information**

Please list one emergency contact person that the CAPA staff can contact in case of emergency. Please verify the telephone number with your emergency contact before sending in your application.

## **Page Two:**

### **School Information**

Please fill in all the information pertaining to your university/college in the US. If you require any accommodations for a disability make sure that you check the appropriate box and attach further documentation from your university disability services office.

### **Course Work**

List all courses taken that are **relevant** to your internship areas **by course title**. Do not list courses by course number. Remember to include courses relevant to any of the three areas of interest you have listed. **Do not just concentrate on your first choice.**

## **Experience**

Give as much detail as you can about the kind of experience gained in each position where you have worked. Do not simply list a job title. Use bullet points for each specific duty and skill required in each role. **Where possible, relate your experience to your areas of interest.**

## **Example:**

### **1. Internship for Any Place Ltd (Marketing Dept)**

- Organized a mail shot to prospective company clients
- Created and updated client database
- Made follow up calls
- Participated in business meetings and researched clients and competitors on the internet
- Assisted with day to day administration

### **2. Publicity Officer for Any Place University Debating Club**

- Organized and planned meetings
- Media liaison with University newspaper and television
- Special event planning and co-ordination
- Reporting to committee

### **3. Cashier Any Place Groceries**

- Greeted customers and assisted them with their purchases
- Kept shelves stocked and ensured the store was in a clean and tidy condition
- Opened up on certain occasions and often counted cash and closed store
- Maintained a customer data base

## **Page Three:**

## **Placement Areas and Types of Work**

This is the **MOST IMPORTANT** section of the application form. Your options may be severely limited if you do not fill out each section carefully. You cannot afford to be vague.

This will invariably result in an internship that is only loosely in your area of interest.

For example:

- 1) *Marketing*
- 2) *Real Estate*
- 3) *Theater*

*This list reflects the choice of someone who hasn't really decided what they want.*

If Marketing was your primary area of study, choose which aspect of it most interests you. Then offer some generalized alternatives for your second and third choices. For example:

- 1) *Sports Marketing*
- 2) *Marketing*
- 3) *Public Relations*

Never be overly specific however, as this offers the internships team no scope. For example:

- 1) *Sports Marketing for Queen's Park Rangers Football Club*
- 2) *Sports Marketing for a soccer team*
- 3) *Sports Marketing*

**Never quote specific companies as a choice.** If you have a particular company in mind, mention it only as a possibility. For example: *Theater (if possible with the RSC or Gate Theater)*

Be aware that certain internships are only available to students with previous experience in the field. Internships within high profile corporate companies, for instance, are extremely competitive and only the top applicants with the most extensive experience can be considered.

Internships in creative fields such as journalism, broadcasting, graphic design and theater, etc., do not guarantee creative input. Creative fields do, however, require you to submit an electronic portfolio containing samples of your work. **If you are applying for internships in any of these fields, please make sure you read the “Realistic Expectations” section of this handbook following the sample application.**

**Example:**

**Placement Areas / Type of Work**

**Please list your desired areas of work in order of preference. You must list all three areas. Please note that it may be necessary to place you in any of the three areas you list.**

1. **Marketing (event planning)**
2. **General Marketing**
3. **Public Relations**

**What are your future career plans?**

Be as informative as you can, but be open. If you have no specific aspirations, say so. If you have a very clearly defined career path, let us know that also. The more information we have, the better our match will be. Have reasonable expectations, though. Internships in Australia are very different from what you may have experienced elsewhere, and some steps you may be anxious to take to advance your career may just not be feasible within the internship environment.

**Example:**

**What are your future career plans and how will your internship placement area relate to these plans?**

*My career plans are to go into the marketing field but I have not yet decided in which direction I want to go beyond that. I find events marketing and planning particularly interesting and would ideally like the opportunity to see how the industry works first hand and also gain an international perspective. I feel that the opportunity to expand my knowledge of the communications field will be beneficial to my career and I would enjoy the chance to explore areas that I have not yet encountered. Public Relations, for instance, is a field I have considered as a possible career option.*

**What type of duties do you expect?**

All realistic expectations will be met by any of our sites. The type of work will vary, however, depending on the site and your particular assignment. Some sites offer team projects, others offer individual projects and still others will offer experience helping out on a day-to-day basis. Some will involve client contact, some may not. If you have a particular preference for the type of work you want to do, let us know and we will do our best to meet your expectations.

**Example:**

**What type of duties do you expect to be given?**

*I anticipate doing fairly straightforward tasks to begin with in the hope that as I demonstrate my ability I will be given more complex work. Assisting a professional on a specific project would be an ideal way to learn and develop my skills. I would hope that I would be given as wide a variety of experiences as possible although I would of course expect a certain amount of “grunt work.”*

**Additional Information**

Tell us everything that may be a selling point, such as: computer skills, languages, academic prizes and particular interests. It will be of interest to our placement sites, if you have lived or studied abroad or visited Australia before.

### Example:

Please provide any additional information that will assist us in locating the most appropriate and rewarding placement for you. Include any special skills you may have, i.e. computers, languages, strengths, personal qualities, interests etc. (Use an additional sheet if necessary)

#### **Computer skills**

*Microsoft Office  
Excel  
Access  
PowerPoint*

#### **Languages**

*French (6 years)  
I studied in France for a semester*

#### **Strengths and Skills**

*Organized  
Reliable  
Team Player  
Uses Initiative  
Trustworthy  
Good Problem Solver*

#### **Academic Awards**

*Dean's List*

#### **Interests**

*Public speaking, tennis, reading, theater and politics*

#### **Political Affiliation**

If you are seeking a political placement please be clear if you have any strong beliefs that might affect your placement.

## **REALISTIC Expectations**

After you complete your application, re-read it and consider how realistic your expectations are.

The success of your internship is dependent on you! CAPA can provide you with the opportunity to have a really rewarding business and cultural experience, but cannot guarantee that your internship will be perfect. If you arrive with unrealistic expectations you will almost certainly be disappointed. **In certain areas opportunity is limited.**

Internships in Australia are not necessarily a common practice at all organizations. It is important that you are patient and work hard to gain the respect of your colleagues at an early stage. This will in turn lead to higher end tasks after you have proven your capabilities.

Theater interns are never going to act; broadcasting interns are unlikely to have the opportunity to work a camera. Finance majors will probably not be placed at major name-brand companies unless they have an exceptionally strong background and **previous experience**. There are limitations also on legal, medical and creative internships as well as in counseling. Keep an open mind in order to get the most out of your internship experience. Competition for all placements is stiff and CAPA operates on a strictly first come, first served basis.

If you have elected to work in the sporting industry there is a chance you will be required to work on weekends.

## HOW TO CREATE A COVER LETTER

A good cover letter is an important part of the internship application process. Your cover letter may make the difference between obtaining an internship interview and having your resume overlooked, so it makes good sense to devote the necessary time and effort to writing an effective cover letter. A cover letter should complement, not duplicate your resume. Its purpose is to interpret the data-oriented, factual resume and add a personal touch creating a critical first impression. Below is a step-by-step guide to writing a cover letter designed to help simplify what can sometimes seem a daunting task.

1. Start with your name in bold, 12-16pt font. Include your e-mail address under your name (11-12 pt font). This **exact** same heading, (including the same font, text size, spacing, underline, etc) should appear at the top of your resume.
2. Place your college address on the right of the paper and your permanent address on the left.
3. Use 11-12 pt font for the body of your document.
4. Begin the letter 'To whom it may concern'
5. The first paragraph should state what you are studying including your major, minor, and any concentrations, and give some indication of the type of internship you want. **Do not be too specific here and never mention the name of a specific company**, instead generally state what you are looking for. *Being too specific can greatly limit your possibilities and could cause you to miss out on a great internship.*
6. The second paragraph should give your reasons for wanting to do an internship in the fields you have listed on your application and why specifically in the country in which you will be interning.
7. The third paragraph should focus on your strengths. Any relevant academic experience and relevant work/internship experience should be covered, as well as any personal qualities you feel will be an asset to your placement.
8. Finish off with a short sentence thanking the reader for their consideration and time.
9. Be sure to proofread carefully for grammar and content. Also use spell check!
10. It is also good idea to meet with a career development counselor on campus, who can assist you in this process.

## Suzie Sanchez

suzie@university.edu

### Permanent

Street  
City, State, ZIP

### University Address

Street  
City, State, ZIP

To whom it may concern:

I am a senior at the university name studying for my Bachelor or Arts/Science in Anthropology with a concentration in Museum Administration, Archives, and Historic Preservation. I am excited about the prospect of completing an internship in Sydney where I can learn more about the history of Australia and gain experience in a museum, historical site or an organization dedicated to the preservation of old buildings.

Having thoroughly researched Sydney, I realize it has much to offer with its rich cultural diversity and varied environments, specifically I am interested in how the fusion of Aboriginal, European, and Asian influences have been grafted onto a British Colonial base. I would like to learn as much as I possibly can about this field and to participate wherever possible. Whether it is in an exhibit design, collection storage, artifact acquisition or specific aspects of preservation, I am sure it will be beneficial to my studies and further my career aspirations in the field of museum administration. The opportunity just to interact with professionals from another culture alone would be of profound benefit and interest, as the world of museum administration has now become such an international field.

As you can see from my resume, I have already acquired a great deal of experience from my academic studies. My courses include the Principles of Anthropology, Archive Administration and Historic Preservation Planning. I also gained invaluable experience interning last summer with the U.S. Historical Site, where I helped with visitor inquiries, assisted with exhibitions and helped produce information sheets. You would find me a dedicated, enthusiastic and hardworking individual determined to gain as much as possible from my internship experience.

I thank you for your time and consideration and look forward to hearing from you in the future.

Sincerely,

Suzie Sanchez

## HOW TO CREATE A RESUME

A resume is a summary of your education, skills, accomplishments, and experience that a potential internship site will use to help gauge whether or not you are fit for a particular position. The following are some guidelines on how to create a resume to accompany your internship application, and a sample for your reference. It is not necessarily the only approach, but has proven to be the most effective in CAPA's experience with our placement sites.

- **Resume Length:** Your resume should be no longer than one page in length. Include relevant and important accomplishments, but do it in as few words as possible. A vigorous, concise resume will be examined more carefully than a long winded one. Graphics are a distraction so avoid using them.
- **Paper:** CAPA keeps all the original documents and emails copies to our sites. Do not worry about purchasing expensive paper but make sure the paper is of a standard 8.5 by 11 size.
- **Font:** Use a standard font such as Times New Roman, Arial, or Courier no smaller than 10pt, and no larger than 14 pt.
- **Bullet Points:** These make lists easier to read and give your resume a sense of cohesion.
- **Be Positive:** If you achieved something, say so, but don't exaggerate to the point of misrepresentation.
- **Proofread:** Proofread all documentation. It is often helpful to have a second set of eyes review your work.
- **Be Consistent:** Ensure the layout, punctuation etc. is consistent throughout. For example: if you put a period at the end of a bullet point, ensure you put one at the end of all bullet points.

## Step-by-Step Guide to Creating a Resume

1. Start with your name in **bold** in the center of the page. Use the exact same heading on your cover letter.
2. Place your college address on the left and your permanent address on the right. Include your telephone numbers and e-mail address.
3. For the first heading, list your education including your major and any minors as well as your GPA.
4. List any courses you have taken that are relevant to the internship subject you wish to pursue.
5. List any leadership positions, clubs, and awards you have received.

**IMPORTANT NOTE:** In Australia, affiliation with sororities and fraternities can be viewed negatively. It is also important to know that in Australia, faith is viewed as an intensely private matter. Australians do not make reference to it in job applications. You may want to take these cultural differences into consideration when writing your resume.

6. List your work experience in reverse chronological order, listing most recent positions first. Be sure to include the dates of employment.
7. List any languages you speak other than English as well as your competency level.
8. List all of your skills and interests including computer software experience.

## (Sample Resume) **Suzie Sanchez**

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suzie@university.edu

### Permanent Address

Street  
City, State, ZIP

### University Address

Street  
City, State, ZIP

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### EDUCATION

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#### Any University, USA

September 2005 – Present

- Bachelor of Arts in Anthropology
- Concentration in Museum Administration, Archives and Historic Preservation
- GPA 3.65

#### Relevant Course Work

- Principles of Anthropology
- Archive Administration
- Historic Preservation Planning

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### LEADERSHIP AND AWARDS

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#### National Society of Collegiate Scholars

Members of this organization recognize the academic achievement of university students, and encourage its members to engage in activities directed towards serving the community.

#### Community Service Scholarship and Award

Received the Community Service Scholarship and Award for outstanding public service, 2006.

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### WORK EXPERIENCE

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#### College Planned Giving Telethon, Anywhere, USA

September 2005– present

Phone Consultant

- Solicited donations from university alumni
- Met preset call volume goals
- Developed excellent customer service skills

#### The U.S. Historical Site, Anywhere, USA

June–August 2007

Summer Intern

- Assisted with exhibitions
- Produced helpful information sheets
- Answered visitor inquiries

#### Adventure Learning Center, Anywhere, USA

June–August 2006

Teacher's Assistant

- Created a safe and fun learning environment for children between the ages of 3-4 years old
- Implemented indoor and outdoor activities and educational lessons
- Demonstrated patience and understanding while caring for children

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### SKILLS AND INTEREST

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- **Languages:** Proficient in Spanish, Beginner French
- **Computer Skills:** Proficient in Microsoft Word, PowerPoint and Excel
- **Special Interests:** Theater, Running, Research

## IMPORTANT PAPERWORK

With all that you need to pack for your semester abroad, there are important papers that you will need for your internship that you will not want to leave at home.

- 1- **This handbook.** This book will be your best friend during your internship experience, acting as your reference guide and your means to organizing and keeping track of your internship experience.
- 2- Copies of your **updated resume**, it is a good idea to email a copy of your resume to yourself and store it on a USB drive.
- 3- **Letters of recommendation.** At your interview your potential supervisor may request references from a previous employer, so having a good recommendation handy is a good idea.
- 4- **A police check.** You must attach a police check to your internship application. It is also wise to make a copy of your police check and all other paperwork you submit with your internship application. Visit your on-campus police or local police station in your town. Explain that you are required to submit a background check in order to participate in an internship abroad. The process varies between police stations, but often times you will be required to present yourself in person and pay a modest fee to have this police check performed (\$5-\$20), while in other locations this is done free of charge.
- 5- **A portfolio** containing writing samples, graphic designs, artwork, photography, fashion designs, theatre productions, or anything else that could represent past

work experience you may have. This is always good to bring to an interview or to have on hand for networking purposes.

## INTERNSHIP AGREEMENT

The internship agreement is a critical part of your completed internship application packet. It is included along with your internship application, and must be signed and returned along with your application. Here is a sample copy of the Internship Agreement for your reference.

### INTERNSHIP AGREEMENT

1. Internships are **non-paying**.
2. You should be aware that while we try to secure a placement within an area you specify, there is no guarantee that we can find a placement that exactly meets your expectations and you may be placed in an alternate, but related area.
3. Your placement is expected to provide a site supervisor, who will serve as your point of contact and advise you on work related issues. It is the intern's responsibility to maximize that opportunity by observing the practices of the workplace and asking pertinent questions.
4. The CAPA Internship Supervisor is there to help you and act as a liaison between yourself and the site. You should feel free to contact the CAPA Supervisor for advice and assistance during office hours. An appointment should be made when a meeting is required.

5. You will be required to commit to a minimum number of hours as stipulated by your program. This will be reconfirmed at the internship orientation in Australia.
6. Internships hours do not include traveling time. Expect to spend ***at least*** an hour commuting.
7. An intern is expected to demonstrate an acceptable degree of competence and initiative before being given more meaningful tasks.
8. If issues arise it is the intern's responsibility to initiate dialogue with their site supervisor and inform CAPA internship staff.
9. It is your site supervisor's prerogative to make changes to your duties and assign you other tasks.
10. Interns are expected to maintain acceptable standards of dress, behavior, and respect in interaction with colleagues, supervisors and managers.
11. Interns must follow all conditions of employment at their internship site.
12. You are required to inform your supervisor at your internship site of any planned or unplanned absences or tardiness. Missed hours must be made up.
13. At the beginning of every program there is a compulsory internship orientation.
14. Interns must attend their interview at the stated time.

15. **Sites retain the right to refuse an intern on the basis of their interview.** There will be no refund in this instance. CAPA will provide a second placement opportunity.
16. In the event of an internship being terminated the Internship Supervisor will assess the individual situation and act accordingly. There will be no refunds. An alternative site will be provided only if the circumstance is deemed appropriate.
17. The CAPA Internship Supervisor has the right to terminate an internship at any time there is evidence or communication from the internship site that the student has failed to meet his or her basic responsibilities. The decision is final and may not be appealed. Under such circumstances the student will be removed from the CAPA program. There will be no refund.

**I have read the above conditions and agree to abide by them.**

Intern \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Internship Supervisor \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

## THE SYDNEY INTERNSHIP EXPERIENCE

### UPON ARRIVAL IN SYDNEY

Upon arrival at the CAPA Sydney Center you will be greeted by the CAPA staff and introduced to life and work in Sydney at your orientation sessions. The Internships Team will be happy to address any questions or concerns that you may have. They will also advise you about how to effectively prepare for a professional interview in Sydney. Remember that your placement is only tentatively confirmed before your interview. Your in-person interview will be scheduled for you in the day or week following your orientation session.

You may find your first few days in-country to be a little overwhelming as you familiarize yourself to your host country and your new routine. Although Australia may at first appear similar to the United States, in many ways things are done differently. Remember, you are the guest and adapting to change will help to improve your career prospects. Patience and appreciation of cultural differences are key requirements, particularly during the first two weeks of your internship, as your site gets to know you and your work.

We want you to have a satisfying and successful internship and will do everything we can to facilitate this. In return, we know that you will have realistic expectations and a positive attitude. It is important that you are flexible and it is imperative that you communicate on a regular basis with us as well as with your site supervisor. You only get out of your internship what you are willing to put into it. Have a wonderful term and make it the best experience of your life!

## INTERVIEW TECHNIQUE

### **Preparation is key.**

Research your site in advance: its history, its products or services, its size, geographical location and its competitors. Try to anticipate some of the questions you may be asked in the interview and work out the best answers. Decide on your strengths and weaknesses and determine how you are going to express them as positively as possible.

### **Always be on time.**

Avoid arriving late and getting flustered, but be wary of arriving too early and being overanxious.

### **First impressions make all the difference.**

Be smartly dressed, but feel comfortable in what you are wearing. When you meet your interviewer establish eye contact, smile and give a firm handshake. Try to demonstrate confidence and enthusiasm, but avoid sounding arrogant.

### **Sell yourself.**

Speak clearly and sit in a relaxed but alert position. Leaning slightly towards your interviewer demonstrates interest in what they are saying. Avoid speaking too slowly, as this sounds dozy or too quickly as this sounds neurotic. Avoid “waffling” or repeating yourself, and try to answer each part of a question. Use any research you have done in the interview. Be wary of one-word answers: they do not come across well.

### **Don't let your body language let you down.**

Try to mirror the interviewer's body language. Adopt a similar posture to theirs. This helps build up a rapport and should make them more responsive to you. Try to match your interviewer's demeanor. If serious, be formal and professional, if relaxed and humorous, be the same. It is advisable not to chew gum at the interview.

### **Some good advice:**

We recommend that you seek out your internship site before the day of your interview. Sydney can be quite confusing to figure out, and since you are not yet familiar with it, take the time to learn how to get to your site and time how long your commute will be. Purchasing a map of Sydney is often a good idea and it is the best way to navigate your way through this very large city.

## **WHAT TO WEAR TO YOUR INTERNSHIP**

Although dress codes are generally becoming more relaxed in Sydney, there are still expected standards of dress to follow in certain sectors. It is wise to observe the dress code that your co-workers and supervisors follow and be sure to mimic it appropriately. Your placement confirmation will list the dress code expected at your internship site. The following are very general guidelines to business dress in Australia, from formal attire to more casual.

### **Business Smart:**

Generally, this standard of dress applies to the more formal professional fields. Dressing in a business suit (plain gray, black or dark blue), shirt (and tie for men) is the usual attire on a daily basis. Some companies will stipulate a white shirt. Shirts and blouses should always be pressed. For females, a

formal suit or skirt suit along with stockings and high heeled shoes are expected.

### *Fields included but not limited to:*

Financial industry, banking, insurance, law, or business management.

### **Business Casual:**

Men are still required to dress in suit and tie, but these may be patterned and more colorful. Women's attire can be slightly less formal also, but still very professional.

### *Fields included but not limited to:*

Media presentations, recruitment, financial services, all business meetings.

### **Smart Casual:**

This is usually a jacket and slacks. A tie may be required or a collared shirt may suffice. In colder weather a smart sweater may be worn. Sandals or sneakers are not acceptable. For women: Dress pants, a conservative blouse, sweater, or nice shirt.

### *Fields included but not limited to:*

Advertising, public relations, marketing, recruitment, publishing, fashion, education, and hospitals.

### **Casual:**

Dress-down days are now quite common in Australia and for most people Fridays in the office will be more casual. The expected standard of dress, however, can vary greatly from place to place. As a general rule, jeans should be of a smart appearance (not ripped or dirty), as should your top. Many companies prefer you to wear long sleeve tops rather than T-shirts.

*Fields included but not limited to:*

Music, theatre arts, broadcasting, or academic research

## **PERSPECTIVES ON EXPERIENTIAL LEARNING ABROAD (PELA)**

Internship students are required to participate in a seminar series entitled “Perspectives on Experiential Learning Abroad.” Faculty act as internship mentors to ensure that participants have academic guidance during their internships. The first session will be a two-hour Intern Orientation followed by weekly sessions of one hour each.

The objective of this course is to increase each student’s awareness and understanding of the culture, the people, and the work environment in which they are interning.

Handouts, role-plays, and discussions will be used to help each student reflect on their individual internship experience.

## **WORKING IN SYDNEY**

Your working experience in Sydney will be as diverse as the city itself. Each part of Greater Sydney area is as different and culturally contrasting as its possible to be. Here are just some of the areas where you may find yourself interning.

### **Downtown Sydney**

***Political Parties, International Affairs, Political Science, Art Galleries, Charities***

Downtown Sydney or Sydney CBD (Central Business District) is where all of the Corporate action takes place. It is the Australian home to Head Offices of many global corporations: HSBC, AMP, and Citibank to name only a few. One of the

busiest cities in the world, it is always on the go. This is a place where people live, eat and sleep in their offices. Expect traffic to be at standstill and bumper to bumper even on Friday at midnight when the city comes alive for the weekend and the influx of people is huge. Getting around is easy due to a great public transport system comprised of buses, trains, taxis, ferries and the monorail. You can’t miss it from any direction, and driving over the Harbour Bridge puts you in the heart of all the action.

Dress here is professional work attire during the day and smart casual for a night out on the town. The city carries some high-end fashion designers so make sure that your wardrobe is up to date. In terms of events the city hosts everything from World Cup Rugby to International Conferences to Peace Rallies to the Olympic games.

### ***North Sydney***

***Public Relations, Advertising, Broadcasting, Fashion, Retail***  
North Sydney, where the CAPA Sydney Center, is located is a city in itself. Situated over the Sydney Harbour Bridge on the North Shore a lot of Corporate FMCG’s have set up their head offices here. It is close to the water and provides easy access via public transport. It is two train stops away from the heart of Central Sydney’s CBD and a few minutes by ferry or car. It is alive and booming by day but becomes quiet in the evening once everyone heads home after a hard day’s work. The views are panoramic as it is on the northern side of the Harbour. You can see the city skyline, the Opera House, the Harbour Bridge, Luna Park, the Port, the Naval Base and even Kirribilli Lodge (the Prime Minister’s residence), which is walking distance away.

### **Oxford Street and surrounding area**

Oxford Street offers great nightlife. It is packed with bars, cafes, nightclubs, shops and cinemas. The main part of it runs from Hyde Park to Centennial Park, and is based around Taylor Square. It has bars, discos, restaurants, cafes and boutiques. Sydney hosts the massive Mardi Gras in early March each year. It is a major event with floats, bands, dancing troupes and spectacular costumes. Visitors from all over the world line Oxford Street 15 people deep to watch it, with many making it the focal point of a holiday in Sydney. If you are after anything from a great breakfast and café latte to a day of designer label shopping or a big night out on the town with the chance of bumping into the who's who of Sydney, then this is definitely the place to be.

### **Darling Harbour**

Restaurants, cafes, bars, clubs, hotels, the Casino and trendy places to hang out surround the Harbour. There are corporate quarters on the edge and outskirts of the harbour bordering the fringe to the city. There is the Exhibition Centre, which hosts events such as The Sydney International Motor Show. Close by is Chinatown and Paddington market which is a great place to buy souvenirs. Darling Harbour also plays host to the Sydney Aquarium and huge IMAX Theatre, Cockle Bay Wharf and King Street Wharf –(two of Sydney's favourite dining and entertainment destinations) and Harbourside Shopping Centre, which offers a unique shopping, dining and leisure experience. The fish market is a great place to do the weekly shopping and pick up a bargain lunchtime snack of all you can eat calamari rings. For further info refer to <http://www.darlingharbour.com.au>

### **Surrounding suburbs/beach areas (Bondi)**

Bondi Beach is one of Australia's most famous beaches and among the world's most well known. The beach is roughly a

kilometre long and is patrolled by lifesavers that make swimmers stay between the yellow and red flags. Bondi Beach is a hive of activity all year round with constant events and festivals to keep everyone occupied. It provides some phenomenal dining restaurants with everything from modern Asian to pub meals and fish and chips. Events include Festival of the Winds & Kites, City to Surf Fun Run, the South American festival, and the Short Film festival to name a few. Bondi is more of a social area than a corporate area. Businesses here cater to lifestyle products such as yoga schools, gymnasiums and holistic practitioners. This goes along with cafes, restaurants, surf shops, art and craft type fairs, alternative music shops and nightclubs. Bondi has a brand new Westfield Shopping Mall, which is one of the largest in Sydney with some great retail shops but it is still very much a residential area as well. If you drive though be prepared for heavy traffic congestion and exorbitant parking meter rates.

## **CONVERSATION IN THE WORKPLACE**

### **Office chat – what are they all talking about?**

So you have arrived at your site and are just beginning to settle in. You know where the coffee is, who your colleagues are and where the local sandwich shop is. What you need to know now is what on earth they are all talking about. Here are a few tips to the most talked about issues in an Australian office.

### **Sport**

#### **▪ Australian Rules Football**

The most commonly held misconception about Australian football is that its origins are in Gaelic football. In fact, Australian football started as a variation on the various football games as

played in the English Public (private) schools during the 1850s, and is now a way of life among many Australians.

- **Rugby**  
Australia has a huge rivalry with New Zealand.
- **Cricket**  
A sport played in Britain's Commonwealth nations like Australia. Cricket is more popular in Australia than England, and keeps Aussies in touch with nations such as India, Pakistan, and South Africa.

### ***Television***

The perennial conversation pieces are:

- **Popular American shows:** House, Grey's Anatomy, The Simpsons.
- **Australian Soaps:** Like the above only with sun, surf and funny accents. "Neighbours" and "Home and Away."
- **Makeover programs:** Recently there have been a whole spate of "DIY" ("do-it-yourself") shows, where amateurs and professionals redecorate their own or someone else's home, garden etc. Dreadful TV, but the Aussies love it. Reality shows are also popular.

### ***The Weather***

Sunny although it rains in the winter and most people can compare it to Southern California. Many places don't have AC.

### **Language**

Despite much preparation with the differences of the English language and cultural differences regarding the use of language, the confidence to chat with your colleagues may have unfortunate side effects. While you might be well on top of the irony thing and giving as good as you get in the sarcasm stakes, there are certain expressions that have unfortunate and rather embarrassing meanings over here. Sarcasm is very prevalent in Australia.

It is almost inevitable that at least once you will convulse the office with an unfortunate turn of phrase that at home is completely innocent, but over here is just vulgar. As a general rule the Australian have a great fondness for vulgarity and will take every opportunity to have a snigger, so if you should unintentionally say something unfortunate, just laugh along with them and make a note of what not to say next time.

### **Australian Reserve**

For the first couple of days you probably won't hear a word spoken anyway. As you confidently stride through the office bestowing early morning peppy greetings upon all and sundry, don't be alarmed if all you get in return are monosyllabic grunts. This is a very common thing and translates as:

"Hi, welcome to the company, I really hope you have a good time. We are really friendly here, but not for the first week because we are also very shy and besides, it's not very Australian to be over-enthusiastic about anything...except sport, that is."

### **The Pub**

In most companies, the pub on Friday is practically a ritual. It's a time to unwind, loosen up, mull over the week's

business and generally chill. It's a place where the management and staff can chat on (almost) equal terms and get to know each other socially. As much constructive communication can take place over a pint after work as in the office, and it is certainly an excellent opportunity to gain valuable business and cultural insights.

### **Reading & Current Affairs**

By American standards, the Australians read lots (lots and lots). Almost everyone in the Australia reads some sort of newspaper. These range from quality "broadsheets" to sensationalist "tabloids". In recent times pod casts have become very popular amongst Australians on their way to work.

Different papers cater have fairly fixed political stances. The news they carry tends to be more international in scope than the American press and, as a result, the Australians are likely to engage in regular conversations about international affairs.

As an American, your alternative take on any given subject will be of genuine interest to your colleagues and so to avoid looking ill-informed it is a good idea to acquaint yourself with the news of the day.

### **Getting to Work**

With several modes of transport available in Sydney, planning ahead is worthwhile. Buses may be your best bet, which although slow, allow you to get a good look at the city each day. To certain sites, train may be best, which are quite fast and come at regular intervals. In rare cases, it may be necessary to take a ferry across Sydney Harbour. Finally, of course, walking is an option: cleaner, environmentally friendly, the best way to see Sydney, and good exercise. If

your site is within a reasonable distance this mode of transport comes highly recommended.

**IMPORTANT NOTE:** *Don't forget to stand on the left on the escalators. Failure to do so really irritates the natives. Aussies stand on the left and pass on the right.*

## **THE AUSTRALIAN ATTITUDE TO WORK**

Although it very much depends on the type of company you have joined, most interns find the Australian attitude to work much more relaxed than that of their American counterparts. While you may find in the States that office hours and break times tend to be more structured, in Australia they like to take things a little easier, finding time for a chat and a cup of tea and perhaps working later. The job gets done either way, but we like to think our days are just a little less stressful.

## **SYDNEY LIFE**

The 2000 Olympics were a coming-of-age ceremony for Sydney. The impact on the city was all embracing, with fifty years' worth of development compressed into four years. The City of Sydney Council spent \$200 million to improve and beautify the city streets, public squares and parks, and licensing laws changed too, creating a European style bar culture. Sydney now has the vigour of a world-class city. During every heat wave, however, bushfires threaten the city, and sophisticated Sydney becomes closer to its roots than it sometimes feels. In the summer, the city's hot offices are abandoned for the remarkably unspoiled beaches stung around the eastern and northern suburbs.

It might seem surprising that Sydney is not Australia's capital. The view of many Sydneysiders is that their city remains the true capital of Australia, and certainly in many ways it feels like it. The city has a tangible sense of history: the old stone walls and well-worn steps in the backstreets around The Rocks are an evocative reminder that Sydney has more than two hundred years of history behind it.

## NATIONAL HOLIDAYS

January 1	New Year's Day
January 26	Australia Day
March (1 <sup>st</sup> Monday)	Labour Day (Western Australia)
March (2 <sup>nd</sup> Monday)	Labour Day (Victoria and ACT)
March/April	Easter Holiday (Good Friday – Easter Monday)
April 25	ANZAC Day (Memorial Day)
May (1 <sup>st</sup> Monday)	Labour Day (Queensland)
June (2 <sup>nd</sup> Monday)	Queens Birthday (Not Western Australia)
October (1 <sup>st</sup> Monday)	Labor Day (NSW)
October 6	Queens Birthday (Western Australia)
November (1 <sup>st</sup> Tuesday)	Melbourne Cup Day (Victoria)
December 25	Christmas Day
December 26	Boxing Day (Not South Australia)

## MAKING THE MOST OF YOUR EXPERIENCE

**Please read this section carefully. It will ensure you have as a rewarding internship as possible.**

Your internship should be viewed as a way to submerge yourself in Aussie culture and to gain a better understanding of the Aussie workplace. Internships in Australia are approached quite differently from those in the US, and this cultural and social exposure should be at the forefront of your mind as you embark on this new experience.

An internship in Sydney is much more than a résumé-builder. Swallowing your pride and winning the respect of your co-workers and your site supervisor is your greatest immediate challenge. Please remember that one academic term in Sydney is a very short time, so take full advantage of every minute.

You must demonstrate the ability to use your **initiative** and show that you are a **competent** worker before you will be issued with real responsibilities. If you do not demonstrate that you are a capable worker, you may spend the internship being a “gofer” or doing “grunt work.”

**Below are some recommendations and suggestions to help you make the most of your internship.**

- 1) **Be patient and flexible.**
- 2) **Confront and discard your expectations.** Your expectations about the internship may bear little resemblance to reality of the office culture you are entering. Focus on reality and try to discard any misguided preconceptions as soon as possible.

- 3) **Observation is the key.** Keep your eyes and ears open. Gain an insight into British culture by observing how your colleagues interact and how work is approached.
- 4) **Research your internship site.** Show that you are motivated to learn in your position as an intern. Ask, “what?,” “why?,” “how?,” “when?” If told, “I’m too busy to explain to you,” ask if you can watch. Later describe the process as you saw it and ask if you got it right.
- 5) **Talk with your colleagues.** Discuss the internship site; their role within the organization, how you may assist them, your goals for the internship experience and future career aims.
- 6) **Do not judge everything by your own standards.** Most people are conditioned to think that their way of doing things is the best way. Try to overcome your biases and accept that there is more than one way of approaching any given task and multiple ways to achieve success.
- 7) **Be professional, dedicated and conscientious.** Arrive on time and inform your site beforehand if you are going to be late.
- 8) **Be independent and responsible.** Unlike in the classroom, once you take on a responsibility you will be on your own. The consequences of irresponsibility are far greater than they would be in class and your negligence could cost the organization time, clients or profits.
- 9) **Reflect thoughtfully on your experience.** Make regular journal and achievement log entries.
- 10) **Communication is essential.** Remember to keep in contact with the CAPA Internship Team and your site supervisor. Do not let problems build up. They can often be solved, if nipped in the bud and dealt with in good time.
- 11) **Remember that you are a guest.** You have been given the opportunity to help the site meet its professional goals. Do not expect to “take over” and become indispensable to your site.
- 12) **Always follow up on a task.** Ask if you met the regular standards for the task. Did you complete the task as planned? If not, why? What were the differences in perception?
- 13) **Be creatively assertive.** If necessary, clarify your role with your supervisor. Ask to become involved in areas of the organization that interest you. Contribute to proceedings without being asked. Demonstrate your true worth. Don’t wait to be told everything and don’t allow yourself to start thinking “There is nothing I can do.”
- 14) **Try to look at the overall picture.** The internship experience lasts up to 15 weeks. Look beyond the moment and try to appreciate the whole picture. After all, when you look back on your internship, it is the overall picture that will stay with you and not your daily tasks.

## TWO COUNTRIES DIVIDED BY A COMMON LANGUAGE

### Australia

Agro  
Aussie  
Banana bender  
Barbie  
Billabong  
Bingle  
Bloke  
Blower  
Bonzer  
Boobley  
Bunyip  
Crack a mental  
Not worth a crumpet  
Dekko  
Dinkum, fair dinkum  
Drongo  
Fang merchant  
Garbo  
Happy as Larry  
Hit your kick  
Jarmies  
Mozzies  
On a good wicket  
Petrol  
Postie  
Roo  
Rough as guts  
Sanger  
Sheila  
Shonky  
Shout  
Skerrick  
Snag  
Squiz  
Stormstick

### US

angry and aggressive  
what Australians call themselves  
someone from Queensland  
barbecue  
waterhole  
car accident  
guy  
telephone  
great  
fight or argument  
mythical spirit from the Outback  
go ballistic  
useless  
look  
honest, truthful  
hopeless loser  
dentist  
garbage man, garbage collector  
blissfully happy  
open your wallet  
pyjamas  
mosquitoes  
making a good salary  
gasoline  
mailman  
kangaroo  
extremely uncouth  
sandwich  
woman  
shady, suspect  
round of drinks  
tiny bit  
sausage  
inquisitive look  
umbrella

Sunnies

Torch

Tucker

Whinger

Wonky

Woop-woop

Yobbo

sunglasses

flashlight

food

whiner

in poor condition

in the middle of nowhere

a rude and ignorant person